

Non-student complaint log 09

8-15-09	09-NS001	Asian Institute	Student alleged injury during massage	No violations, closed 8-25-08
12-9-08	09-NS002	Grand Canyon University	False Advertising	Issued Letter of Concern
3-31-09	09-NS003	National Personal Training Institute	Advertising Discounts	Issued a letter of Concern 6-25-09
6-25-09	09-NS004	Arizona Refrigeration Institute	Operating without a license	Opened a complaint. Issued a C&D 6-25-09

Non-Student Complaints Log 10'

10-1-09	10-NS001	Vocational Career Institute	Board	False and Misleading advertisement. The practice of recruiting students through the placement of help wanted ads is contrary to Board Statutes.	Issued letter of Concern 10-22-09
09-29-09	10-NS002	National Personal Training Institute	Board	Non-compliance - Advertising on Craigslist under jobs.	1 Violation found R4-39 40 (5) \$1000.00 Civil Penalty. 12-21-09 Board determined violation of R4-39-304(D). Entered into Consent Agreement/Order on 1/25/2010 and received \$1000 check on 1/25
12-21-09	10-NS003	Asian Institute of Medical Studies	Board	ACAOM had several concerns w/ financial stability of institution	Board decided to open a complaint to be heard by Full Board at a later date. 10-28-2010 dismissed based upon ACAOM extension of Accreditation.
12-21-09	10-NS004	Cortiva	Board	Placement does not meet ACCET requirements	12-28-10 Board opened a complaint. 4-22-2010 Board Dismissed complaint with no violations.
1-10-2010	10-NS005	Brookline College	D.L.	Management Capabilities, out dated books	Complaint Committee dismissed w/no violations. 3-25-2010
1-19-2010	10-NS006	Cortiva Institute	B.W.	Grading...	Complaint Committee dismissed w/no violations. 3-25-2010
6-29-2010	10-NS007	Vocational Career Inst.	Board	Multiple allegations... 32-3051 (1)(6)(10)(11)(13)(15)(16)	2-25-2010 Board opened a complaint to investigate multiple possible violations. 8-26-2010 Board issued a letter of concern and closed the complaint.

Student Complaints Log 11'

9-8-2010	11-S001	Brookline College	T.P.	Wrongful Termination	Dismissed at the Complaint Committee meeting 10-14-2010
	11-S002	Arizona Automotive Institute	M.H.	Recruitment practices, Refund, and G.P.	Complaint Committee postponed action at 10-14-2010 Meeting Still Pending
11-3-2010	11-S003	Argosy University	R.T.	Terminated from program	Complaint Committee requested additional information to be forwarded to the Board 10-14-2010 Complaint Committee dismissed complaint with no violations 1-27-2011
10-14-2010	11-S004	College America	A.H.	Tuition, Scholarship	10-14-2010 Complaint Committee asked for additional Info, Deferred action. 1-27-2011 Board find a violation of §32-305(1)(5) and as a result the institution must refund 3885.75 towards the students outstanding balance. Inst. Agreed. Consent Agreement
1-3-2011	11-S005	AZ College of Allied Health	R.B.	Terminated from program	C.C. Dismissed the complaint at the 4-28-2011 meeting with no violations
1-4-2011	11-S006	Brown Mackie College – PHX	B.C.	Lack of management capabilities.	C/C. Dismissed with no violations 6-23-2011
1-5-2011	11-S007	Embry Riddle	J.S.	Recruitment practices	6-23-2011 C.C. forwarded complaint to August Meeting.
2-13-2011	11-S008	Chairside Dental	N.A,	Refund Issue	C.C. dismissed the complaint at the 4-28-2011 meeting with no violations
1-10-2011	11-S009	VOID	VOID	VOID	See Inquiry
2-1-2011	11-S010	ITT Technical	A.L.S.	Failure to follow printed policies, several accusations	C.C. Dismissed the complaint at the 4-28-2011 meeting with no violations.
3-9-2011	11-S011	ITT Technical Institute	C.G.	"Lack of qualified instructors."	CC Voted to offer a consent agreement to the school asking ITT to consider a refund of \$1,972.00 to student
4-6-2011	11-S012	West Coast Ultrasound	A.G.	Externship requirements based on written and verbal agreements	CC Dismissed complaint with no violations 6-23-2011
6-3-2011	11-S013	VCI	CC	Refund – Closed California campus	C.C. dismissed complaint – CA School.